



The Benefits Bulletin

Statewide Benefits
Office

September 11, 2019

Quality & Patient Safety

You and your family deserve high-quality, safe and affordable care. The “[Choosing the Right Care](#)” page on the Statewide Benefits Office website now includes helpful info, tips and tools related to quality & patient safety and patient engagement. The online toolkit includes links to Leapfrog’s Hospital Survey results and Leapfrog’s Hospital Safety Grades, in addition to other resources like Centers for Medicare & Medicaid Services (CMS), Health Grades, Choosing Wisely and more. Check out the website today to compare doctors and hospitals, learn how to prevent medical errors, take medications safely and learn what questions to ask your doctor as you prepare for your next visit. Need surgery? View [SurgeryPlus](#) for high-quality options.

Alert! Potential Scam

Express Scripts has received several fraud cases regarding topical medications that were not requested by members or their doctors. It appears that the prescriptions resulted after the member answered a social media survey or advertisement for “free” devices, vitamins or medications. However, the items were not free and were instead charged to the member’s prescription plan. Be cautious when responding to online surveys or advertisements. If a prescription is fraudulently charged to your prescription plan, contact the Express Scripts’ fraud team at 866.216.7096.



Hidden Treasures Find the hidden code on the Choosing the Right Care page on our website and email the code to sbo.communications@delaware.gov (Subject: Hidden Treasures). The first person to email the correct code will win a Bluetooth speaker provided by Securian. Congratulations to last month’s winner, Myra H., Seaford School District!

SEBC Spotlight

The State Employee Benefits Committee (SEBC) voted to hold premiums flat for the third straight year while they continue to evaluate healthcare costs and monitor the budget. Healthcare costs for 2020 are predicted to rise by 6%. Implementation of innovative new programs such as [Livongo®](#) and [SurgeryPlus](#) are intended to contain costs. By taking advantage of the programs to assist with preventive care, healthy living, and chronic conditions, and by making informed decisions about where you go for care, you can play an active role in keeping premiums low and maintaining high-quality, affordable benefit options.

Visit the [SBO website](#) to learn more about these and other programs. You can also provide your [feedback](#) to the SEBC.

Reminder for Health Plan Members:
Complete the [PCP Survey](#) by 9/16!

Employee Spotlight

“I recently enrolled in the [Livongo](#) program and am very pleased with it. My meter and test strips arrived just days after I became a member. Knowing that I can get test strips when I need them and not having to worry about running out, or waiting for a prescription to be filled, encourages me to test regularly. I also like the informative, helpful tips and suggestions the meter provides. It’s great having a digital log that I can share with my physician. The Livongo system makes it so easy to monitor your glucose levels, there’s no reason why you shouldn’t!”

~ Sue T., Dept. of Correction